

**OPTIMIZING EMPLOYEE PERFORMANCE IN JABATAN KETUA  
MENTERI MELAKA**

**MOHAMMAD HAIQAL BIN HASHIM**

**2017413404**

**Submitted in Partial Fulfilment of the  
Requirement for the Bachelor of Business Administration with Honours  
(Human Resource)**

**FACULTY BUSINESS MANAGEMENT UNIVERSITY**

**TECHNOLOGY MARA MALACCA CITY CAMPUS**

**DECEMBER 2019**

## **DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION WITH (HONOURS) HUMAN  
RESOURCE FACULTY BUSINESS MANAGEMENT UNIVERSITY TECHNOLOGY  
MARA MALACCA CITY CAMPUS**

### **“DECLARATION OF ORIGINAL WORK”**

I, Mohammad Haiqal Bin Hashim (I/C Number: 961202-01-7269)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## LETTER OF SUBMISSION

DECEMBER 2019

Madam Noor Rafhati Binti Romaiha

Faculty of Business and Management

Universiti Teknologi MARA (Melaka)

Kampus Bandaraya Melaka

Dear Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “**Optimizing Employee Performance in Jabatan Ketua Menteri Melaka**” to fulfil the requirement as needed by the Faculty of Business Management, University Technology MARA.

Thank you.

Yours sincerely,

.....

**(MOHAMMAD HAIQAL BIN HASHIM)**

## TABLE OF CONTENTS

DECLARATION OF ORIGINAL WORK.....	ii
LETTER OF SUBMISSION .....	iii
ACKNOWLEDGEMENT .....	iv
LIST OF FIGURES.....	viii
LIST OF TABLES .....	ix
ABSTRACT .....	xx
CHAPTER 1: INTRODUCTION.....	1
1.1 Background of Study.....	1
1.2 Problem Statement.....	4
1.3 Research Question.....	6
1.4 Research Objectives.....	6
1.5 Terms and Definition .....	7
1.6 Significance of the Study .....	8
1.7 Scope of the Study .....	9
1.8 Conclusion of the Chapter .....	9
CHAPTER 2: LITERATURE REVIEW .....	10
2.1 Employee Performance.....	10
2.2 Training & Development .....	11
2.3 Performance Appraisal System .....	13
2.4 Employee Involvement.....	15
2.5 Hypothesis Development .....	17

## **ABSTRACT**

The purpose of this research was to study about Optimizing Employee Performance in Jabatan Ketua Menteri Melaka. There were three factors involved: training and development, performance appraisal system and employee involvement and its influence on employee performance. The questionnaire were distributed to 169 staff of Jabatan Ketua Menteri Melaka and the results analysed using SPSS. The results show that there is a relationship between training and development and employee involvement on employee performances, but not to performance appraisal.

**KEYWORDS:** *Training and Development, Performance Appraisal, Employee Involvement, Employee Performance*